

STAFF SERVICES MANAGER I

PROMOTIONAL EXAMINATION

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.
IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL PROMOTIONAL FOR

EMPLOYMENT DEVELOPMENT DEPARTMENT

COMPETITION LIMITED TO STATE (EDD) EMPLOYEES

Applicants must have a permanent civil service appointment with the Employment Development Department in order to take this examination.

POSITIONS

The majority of positions exist in Sacramento.

POSITION DESCRIPTION

The Staff Services Manager (SSM) I is typically a first-line supervisor in a headquarters setting. In EDD, SSMs I supervise analytical work in program and administrative areas. Examples of program settings include Workforce Development, Job Services, Unemployment Insurance, and Disability Insurance Branches and the Directorate Offices. Examples of administrative settings include Administration, Program Review, and Public Affairs Branches. In both settings, SSMs I work collaboratively with representatives of internal and external organizations; act as consultants to management; contribute to and implement strategic and tactical plans; and lead and coach staff to assess and meet customer need.

SALARY RANGE

\$4520 - \$5453

CONTINUOUS FILING

This is a continuous filing exam, which means Examination Applications (STD 678) will be accepted continuously. Testing will occur in accordance with the hiring needs of the Department (commence testing dates will be announced).

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the Employment Development Department. Names of successful competitors are merged onto the list in order of final score, regardless of date. Eligibility expires **36-months** after it is established.

Recompetition Restrictions

Note: Competitors will be permitted to re compete for this examination, prior to the expiration of their 36-month list eligibility, and after 18-months from the cut-off date of the exam in which they competed.

COMPETITORS MAY COMPETE ONLY ONCE IN ANY CONSECUTIVE 18-MONTH PERIOD.

SPECIAL TESTING ARRANGEMENTS

If you need special testing arrangements, please answer question 2 on page 1 of the Examination and/or Employment Application (STD. 678) (REV. 12/2001). You will be contacted to make specific arrangements.

SEE PAGE 2 FOR ADDITIONAL INFORMATION

**FILING
INSTRUCTIONS**

All Examination Applications (STD 678) must be **POSTMARKED** no later than the commence testing date in order to be considered for that administration. Applications postmarked after the commence testing date will be kept on file for the next administration. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE SCHEDULED CUT-OFF DATE**. Use of EDD metered mail, interoffice mail (e.g., red or gold bag), and faxed applications is prohibited. Submit applications directly to:

EMPLOYMENT DEVELOPMENT DEPARTMENT
HUMAN RESOURCE SERVICES DIVISION, MIC 54
ATTENTION: Staff Services Manager I Exam
P.O. BOX 826880
SACRAMENTO, CA 94280-0001

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

Note: All applications must include "from" and "to" dates (month/day/year), time base, civil service class titles, and range. **Applications received without this information may be rejected because of incomplete information.**

**REQUIREMENTS
FOR
ADMITTANCE
TO THE
EXAMINATION**

Note: All applicants must meet the education and/or experience requirements for this examination at the time of filing.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I "or" II. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

**Minimum
Qualifications****EITHER I**

One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst. (Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must satisfactorily complete one year of this experience before they can be eligible for appointment.)

OR II

EXPERIENCE: Three years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience beyond the trainee level which shall have included the preparation of reports and the presentation of recommendations to management, at least one year of which must have been in a full journey person technical capacity. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.)

AND

EDUCATION: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

**SPECIAL PERSONAL
REQUIREMENTS**

Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

SCOPE**A. KNOWLEDGE OF:**

1. Staff services functions such as fiscal; personnel; program policy development, analysis, and evaluation; and business operations.
2. EDD's business goals, vision, organizational structure, culture, philosophy, operating principles and values.
3. Federal, State, and local governmental policies and issues and how they impact EDD.
4. Control agency, budgetary, and legislative policies and procedures.
5. Business, economic, workforce, and legislative trends that affect EDD's strategies for carrying out its mission.
6. Current leadership principles, practices, and trends.
7. Information technology systems and their application to a staff setting.
8. Principles and practices of personnel management and employer/employee relations.
9. The Department's Equal Employment Opportunity (EEO) program objectives, and a leaders role in the EEO program, and the processes available to meet EEO objectives.

B. ABILITY TO:

1. Guide staff in the use of appropriate tools selected from a variety of data and analytical methods for making recommendations and decisions.
2. Foster collaborative partnerships within and across organizations.
3. Effectively represent the Department and/or Program on multi-organizational teams as leader, member, and/or facilitator.
4. Manage multiple projects and priorities.
5. Actively participate in the development and implementation of strategic, tactical, and operational plans.
6. Ensure that quality management and continuous process improvement are practiced in the organization, with an emphasis on customer service/satisfaction and accountability.
7. Clearly communicate the content of and rationale for EDD's business goals, vision, organizational structure, culture, philosophy, operating principles and values.
8. Build staff capacity through effective coaching, modeling adaptation to change, mentoring, and fostering initiative.
9. Communicate effectively to a variety of internal and external audiences; and effectively market the Department's services, programs, and initiatives.
10. Fulfill management responsibilities under the Ralph C. Dills Act (State Employer/Employee Relations).

**EXAMINATION
INFORMATION**

This examination will consist of a Promotional Readiness Evaluation Process weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

O R A L I N T E R V I E W S W I L L N O T B E H E L D .

Promotional Readiness Report (PRR) - Candidates will be required to complete a self-assessment of recent experience and achievements relative to the SCOPE outlined on this bulletin which demonstrates their promotional readiness. Management input will be obtained through the completion of the PRR. Each candidate will have the opportunity to review and discuss his/her PRR with the report completer.

Final Rating Panel (FRP) - A FRP will convene and assign each candidate a final competitive score based on the information provided in the Examination Application/Resume, and the candidate's and management's input in the PRR (including any written rebuttals received by the date the FRP convenes).

Note: CANDIDATES WHO DO NOT COMPLETE AND RETURN THEIR PROMOTIONAL READINESS REPORT BY THEIR SPECIFIED DUE DATE WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.

**INQUIRIES
ABOUT
THIS
EXAMINATION**

All inquiries about this examination should be directed to either Travis Tucker at (916) 654-8338 or e-mail at ttucker@edd.ca.gov, or to Robert Whipkey at (916) 653-8622.

In addition, EDD maintains a 24-hour recorded Automated Call Processing System. This system, which is updated weekly, provides information on upcoming final filing dates for EDD's open and promotional examinations. To access this system from a touch tone telephone, call (916) 654-6869.

This bulletin replaces and supercedes all prior bulletins

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the Employment Development Department, Human Resource Services Division, (916) 654-6869, four weeks after filing his/her application if he/she has not received a Receipt of Application notice.

EXAMINATION APPLICATIONS (STD 678) are available at local offices of the Employment Development Department, at the State Personnel Board, and on the Internet at www.spb.ca.gov/jobsgen/app.htm.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

EXAMINATION LOCATIONS: When a written test is part of the examination, it will be given in such places as the number of candidates and conditions warrant. When oral interviews are part of the examination, ordinarily, such interviews are scheduled in the following areas: Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

IF A CANDIDATE'S NOTICE of oral interview fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

INTERVIEW SCOPE: If an interview is conducted, in addition to the SCOPE described on this bulletin, the Final Rating Panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs, his/her plans for self-development, and the progress he/she has made in his/her efforts toward self-development.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

PROMOTIONAL EXAMINATIONS ONLY: Veterans Preference Points are not granted in promotional examinations. Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examination. These rules may be reviewed at the EDD's Human Resource Services Division, at the State Personnel Board, and on the Internet at www.spb.ca.gov/spblaw/srchrule.htm.

HIGH SCHOOL EQUIVALENCE: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone/Exam Hotline: (916) 654-6869
Web site: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.